

[22089346-872706]

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicants : CLIFFORD A. HARRISON  
U.S. Serial No. : 08/919,450  
Filing Date : August 28, 1997  
For : SYSTEM AND METHOD FOR COMPUTER AIDED  
TECHNICIAN DISPATCH AND COMMUNICATION  
Examiner : Nguyen, C.  
Group Art Unit : 2764  
Assistant Commissioner  
for Patents  
Washington, D.C. 20231

FAX RECEIVED

NOV 04 2002

PETITIONS OFFICE

**PETITION TO WITHDRAW HOLDING OF ABANDONMENT  
BASED ON FAILURE TO RECEIVE OFFICE ACTION**

SIR:

Applicant respectfully requests the withdrawal of the holding of abandonment for the above-identified application.

On or about July 6, 1999, Applicant received a Notice of Allowance and Issue Fee Due.

On October 5, 1999, Applicant filed a Continued Prosecution Application (CPA) to obtain more time to evaluate approximately 128 references that have recently been brought to our attention. The CPA was filed with an authorization to charge \$760 to the deposit account of Applicant's attorney. As proof of filing, Applicant's attorney has enclosed herewith as Exhibit A a copy of the CPA documents as filed, U.S. Post Office Express Mail label showing the date of

(NYC) 346088.1

mailing, and monthly statement of deposit account from the U.S. Patent and Trademark Office showing the charge of \$760 against the above-identified application (highlighted in yellow).

On October 26, 2000, without realizing that the case had been abandoned, Applicant's attorney called Examiner Nguyen to discuss the filing of an Information Disclosure Statement identifying the 128 references for his consideration such that they can be made of record. Surprisingly, Examiner Nguyen told Applicant's attorney that the application is listed as abandoned in the database. Examiner Nguyen also told Applicant's attorney that he will order the file and review the status, and asked Applicant's attorney to fax a copy of the CPA documents as filed. The CPA documents were faxed to Examiner Nguyen that day.

On October 31, 2000, Applicant's attorney called Examiner Nguyen again to discuss the situation. Examiner Nguyen told Applicant's Attorney that the file does not show receipt of any CPA being filed. He also stated that he would speak to his supervisor, Mr. Vincent Millin, to resolve the apparent discrepancy.

On December 5, 2000, Applicant's Attorney again contacted Examiner Nguyen to see whether any progress has been made in the case. Examiner Nguyen stated that no progress was made and a petition must be filed to revive the case. Applicant's Attorney then requested a copy of the notice of abandonment.


On January 4, 2001, Applicant's Attorney again called Examiner Nguyen to request a copy of the abandonment notice. Examiner Nguyen stated that he would fax it as soon as possible. On January 10, 2001, a copy of the Notice of Abandonment was finally received by Applicant's Attorney.

The original Notice of Abandonment was not received by Applicant's attorney. A search of the file jacket and docket records by Applicant's Attorney indicates that the Notice of Abandonment was not received. A copy of the docket record where the non-received Notice of Abandonment would have been entered had it been received and docketed is enclosed herewith as Exhibit B.

Based on the foregoing reasons, Applicant respectfully requests the withdrawal of the holding of abandonment for the above-identified application. While no fee is believed to be due, please charge any fees associated with this petition to Deposit Account No. 02-0393.

Dated: January 25, 2001  
New York, New York

Respectfully submitted,



Harry K. Ahn, Reg. No. 40,243  
Baker & McKenzie  
Intellectual Property Group  
805 Third Avenue, 29th Floor  
New York, New York 10022  
(212) 751-5700

I hereby certify that this correspondence is being deposited this date January 25, 2001 with the U.S. Postal Service with sufficient postage as first-class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231.

 January 25, 2001  
Harry K. Ahn Date  
Reg. No. 40,243

# EXHIBIT A

<b>PATENTS</b>		22089346-
<b>To: Commissioner of Patents &amp; Trademarks</b>	<b>Atty. Docket No.</b> <u>872706</u>	
<b>Serial/Patent No.</b> <u>08/919,450</u>	<b>Date Mailed</b> <u>10/5/99</u>	
<b>File Date</b> <u>8/28/97</u>	<b>Attorney</b> <u>VDV</u>	
<b>Inventor:</b> <u>Clifford A. Harrison</u>		
<b>Title:</b> <u>SYSTEM AND METHOD FOR COMPUTER-AIDED TECHNICIAN</u> <u>DISPATCH AND TRACKING</u>		
<i>The U.S. Patent &amp; Trademark Office stamp herein acknowledges receipt of the following:</i>		
<input checked="" type="checkbox"/> <sup>CPA</sup> Application (Utility <input type="checkbox"/> or Design <input checkbox"="" type="checkbox/&gt;)&lt;/td&gt;&lt;td&gt;&lt;input type="/> Total Pages <input type="checkbox"/>	<input type="checkbox"/> Sheets of Drawings	
<input type="checkbox"/> Declaration and Power	<input type="checkbox"/> Response to Missing Parts	
<input type="checkbox"/> Transmittal Letter	<input type="checkbox"/> Amendment	
<input type="checkbox"/> Small Entity Form	<input type="checkbox"/> IDS & Citation in Application Form	
<input type="checkbox"/> Assignment	<input type="checkbox"/> Certified Copy of Priority Document	
<input type="checkbox"/> Response to Office Action	<input type="checkbox"/> Issue Fee Transmittal Form(s)	
<input type="checkbox"/> Request for Extension of Time	<input type="checkbox"/> Check(s) \$ <input type="checkbox"/>	
<input type="checkbox"/> Petition	<input type="checkbox"/>	
<input checked="" type="checkbox"/> Other: <u>Request for continued prosecution application</u>		
<u>Express Mail No. EC886825446US</u>		



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PETITIONS OFFICE

Attny. Docket No. 22089346-872706

BOX CPA  
Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

Transmitted herewith is a request for a continuation continued prosecution application (CPA) of prior application no. 08/919,450 filed on August 28, 1997 of Inventor(s) Clifford A. Harrison

Entitled SYSTEM AND METHOD FOR COMPUTER-AIDED TECHNICIAN DISPATCH AND TRACKING

- ☐ A Preliminary Amendment is enclosed.  
☐ This application is filed by fewer than all of the inventors named in the prior application, 37 CFR 1.53(d)(4).

- ☐ Please delete the following inventor(s) named in the prior non-provisional application  
☐ The inventor(s) to be deleted are set forth on a separate sheet attached hereto.

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The filing fee has been calculated as shown below:

PETITIONS OFFICE

	(Col. 1)	(Col. 2)		SMALL	ENTITY		OTHER THAN A SMALL ENTITY	
FOR:	NO. FILED	NO. EXTRA		RATE	FEE		RATE	FEE
BASIC FEE					\$180	OR		\$760
TOTAL CLAIMS	15 - 20 =	*	x 9	\$		OR	x 18	\$
INDEP CLAIMS	2 - 3 =	*	x 39	\$		OR	x 78	\$
: MULTIPLE DEPENDENT CLAIM PRESENTED				x 130	\$	OR	x 260	\$
* If the difference in Col. 1 is less than zero, enter "0" in Col. 2				TOTAL	\$	OR	TOTAL	\$760

☒ Please charge Deposit Account No. 02-0393 in the amount of \$760.00 to cover the filing fee. The Commissioner is also hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 02-0393. A duplicate copy of this sheet is enclosed.

- ☒ Any additional filing fees required under 37 C.F.R. § 1.16.  
☒ Any patent application processing fees under 37 C.F.R. § 1.17.  
☐ A check to cover the filing fee is enclosed.  
☒ The Commissioner is hereby authorized to charge payment of the following fees during the pendency of this application or credit any overpayment to Deposit Account No. 02-0393. A duplicate copy of this sheet is enclosed.  
☒ Any patent application processing fees under 37 C.F.R. § 1.17.

The issue fee set in 37 C.F.R. § 1.18 at or before mailing of the Notice of Allowance, pursuant to 37 C.F.R. § 1.311(b).

- ☒ Any filing fees under 37 C.F.R. § 1.16 for presentation of extra claims.

Date: October 5, 1999

EXPRESS MAIL NO. EG 886825446US  
Date of Deposit: October 5, 1999

Respectfully Submitted,

*Victor DeVito*  
Victor DeVito (Reg. No. 36,325)  
BAKER & MCKENZIE  
805 THIRD AVENUE  
NEW YORK, N.Y. 10022  
(212) 751-5700



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**ORIGIN (POSTAL USE ONLY)**

P.O. ZIP	Day 1 <sup>st</sup> Delivery Here	Fast Rate Envelope
Date in Month Day Year	2 <sup>nd</sup> Delivery 3 PM	Postage Return Receipt
Time AM PM	3 <sup>rd</sup> Day	C.O.D.
Weight lbs oz	4 <sup>th</sup> Day	Total Postage & Fees
No Delivery Yes <input type="checkbox"/> No <input type="checkbox"/>	5 <sup>th</sup> Day	Acceptance Date Initials

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**FEDERAL AGENCY ACCT. NO. or POSTAL SERVICE ACCT. NO.** \_\_\_\_\_

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☐ **WEEKEND** ☐ **HOLIDAY**

☐ **WINTER OF SIGNATURE (Domestic Only)** with delivery to be made within 10 days of the date of mailing. The addressee or the addressee's agent (in the judgment of the delivery employee to sign this form) must understand that the signature of the delivery employee will constitute valid receipt of delivery.

## SEE REVERSE SIDE FOR THE SERVICE GUARANTEE AND LIMITS ON THE INSURANCE COVERAGE

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To replenish your Deposit Account, detach and return top portion with your check. Make check payable to Commissioner of Patents & Trademarks.

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WASHINGTON, D.C. 20503

Account No.	020393
Date	10-29-99
Page	1

BAKER & MCKENZIE  
KEVIN MC CARTHY  
805 THIRD AVENUE

NEW YORK NY 10022

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PLEASE SEND REMITTANCES TO:  
Patent and Trademark Office  
P.O. Box 70541  
Chicago, Ill. 60673

DATE POSTED			CONTROL NO.	DESCRIPTION (Serial, Patent, TM, Order)	DOCKET NO.	FEE CODE	CHARGES/ CREDITS	BALANCE
MO.	DAY	YR.						
10	18	99	18	PAYMENT		701	-10000.00	9988.24
10	18	99	20	PAYMENT		701	7000.00	16988.24
10	19	99	53	60158415	22025940-416	214	75.00	16913.24
10	20	99	113	60159333	22125400-114	114	150.00	16763.24
10	20	99	272	08919450	22089346-872	131	760.00	16003.24
10	20	99	628	PCT/US99/24117	22074661-255	150	240.00	15763.24
10	20	99	629	PCT/US99/24117	22074661-255	153	450.00	15313.24
10	20	99	630	PCT/US99/24117	22074661-255	800	455.00	14858.24
10	20	99	631	PCT/US99/24117	22074661-255	801	170.00	14688.24
10	20	99	632	PCT/US99/24117	22074661-255	899	1050.00	13638.24
10	20	99	633	PCT/US99/24117	22074661-255	566	15.00	13623.24
10	20	99	634	PCT/US99/24115	220274661-25	150	240.00	13383.24
10	20	99	635	PCT/US99/24115	220274661-25	153	450.00	12933.24
10	20	99	636	PCT/US99/24115	220274661-25	800	455.00	12478.24
10	20	99	637	PCT/US99/24115	220274661-25	899	1050.00	11428.24
10	20	99	638	PCT/US99/24115	220274661-25	801	20.00	11408.24
10	20	99	639	PCT/US99/24115	220274661-25	566	15.00	11393.24
10	20	99	657	PCT/US99/24120	22074661-255	150	240.00	11153.24
10	20	99	658	PCT/US99/24120	22074661-255	153	450.00	10703.24
10	20	99	659	PCT/US99/24120	22074661-255	800	455.00	10248.24
10	20	99	660	PCT/US99/24120	22074661-255	899	1050.00	9198.24
10	20	99	661	PCT/US99/24120	22074661-255	566	15.00	9183.24
10	20	99	667	PCT/US99/24118	22074661-255	150	240.00	8943.24
10	20	99	668	PCT/US99/24118	22074661-255	153	450.00	8493.24
10	20	99	669	PCT/US99/24118	22074661-255	800	455.00	8038.24
10	20	99	670	PCT/US99/24118	22074661-255	899	1050.00	6988.24
10	20	99	671	PCT/US99/24118	22074661-255	801	570.00	6418.24
10	20	99	672	PCT/US99/24118	22074661-255	566	15.00	6403.24
10	21	99	16	09415651	22129517-770	201	380.00	6023.24
10	21	99	26	75820791	22123411-6	361	245.00	5778.24
10	21	99	27	75820792	22123411-2	361	245.00	5533.24
10	21	99	28	75820793	22123411-3	361	245.00	5288.24
10	21	99	31	75461014	56104642-18	364	100.00	5188.24
10	21	99	32	75401265		364	100.00	5088.24
10	21	99	33	75175359	011286-348	364	100.00	4988.24
10	21	99	130	09415651	22129517-770	581	40.00	4948.24

AN AMOUNT SUFFICIENT TO  
COVER ALL SERVICES REQUESTED  
MUST ALWAYS BE ON DEPOSIT.

OPENING BALANCE

TOTAL CHARGES

TOTAL CREDITS

CLOSING BALANCE

... INDICATES OVERDRAW



## EXHIBIT B

Socket No 22089346-872706  
 Country United States  
 Case Type Regular  
 Relation Type Original Filing  
 Filing Type National  
 Filing No  
 Attorney Harry K. Ahn  
 Agent  
 Client/Division CSG Systems, Inc.  
 Current Owner CSG Systems, Inc.  
 Bill Atty James David Jacobs, Esq.  
 File Location  
 Status Filed  
 First Filing Dt 8/28/1997  
 Sub Stat Abandoned  
 Sub Stat Dt 11/4/1999  
 Parent Country United States  
 Parent Filing D  
 Parent No  
 Parent Grant Dt  
 Total Claims  
 Ind. Claims

Application # 08/919,450  
 Application Dt 8/28/1997  
 Patent No  
 Grant Dt  
 Publication #  
 Publication Dt  
 Assigned Assignment Recorded  
 Expiration Dt  
 Conv Type  
 Tax Base Dt  
 Next Tax Dt  
 Associate  
 Oper Grp  
 Ag Ref No  
 Verified N  
 Customer MJPP  
 Create Dt 12/15/1997  
 Update Dt 12/21/2000  
 Update Tm 1615  
 Update User RRD  
 Update Type A

**\*\* Actions \*\***

Action	Decl Completed	Comp Dt	6/8/1998
Act Due Date	10/28/1997	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			

Action	Small Entity N/A	Comp Dt	10/28/1997
Act Due Date	10/28/1997	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			

Action	Info Discl. Statement	Comp Dt	8/18/1998
Act Due Date	11/28/1997	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			

Action	Notice Missing Parts Filed	Comp Dt	6/8/1998
Act Due Date	1/8/1998	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			

Act Notes 3 month ext filed 6/8/1998

Action	File Assignment	Comp Dt	6/8/1998
Act Due Date	6/8/1998	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			

Act Notes Per clts instructions no foreign filing

Action	No Foreign Filing	Comp Dt	8/24/1998
Act Due Date	8/28/1998	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			

Act Notes Per clts instructions no PCT filing

Action	No PCT Filing	Comp Dt	8/24/1998
Act Due Date	8/28/1998	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			

Act Notes Per clts instructions no PCT filing

Action	Response OA completed	Comp Dt	4/15/1999
Act Due Date	10/15/1998	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			

Act Notes 3 month ext filed

Action Info Discl. Statement  
Act Due Date 7/26/1999  
Taken Dt  
DeadLn Dt

Comp Dt  
Resp Atty #1  
Resp Atty #2

James David Jacobs, Esq.  
Harry K. Ahn

\*\* Description \*\*

Description Drawings Changes filed 4/15/1999

\*\* Inventors \*\*

Inv Name C.A. Harrison Assigned

\*\* Title \*\*

Title SYSTEM AND METHOD FOR COMPUTER-AIDED DISPATCH AND TRACKING

PTO/SB/63 (10-00)

Approved for use through 10/31/2002. OMB 0651-0031

U.S. Patent and Trademark Office; U. S. DEPARTMENT OF COMMERCE

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**TERMINAL DISCLAIMER TO ACCOMPANY PETITION**

Docket Number (Optional)

10547.15US1

In re Application of: Clifford A. Harrison

Name: CSG Systems, Inc.

Application Number: 08/919,450

Filed: 08/28/1997

For: SYSTEM AND METHOD FOR COMPUTER-AIDED TECHNICIAN DISPATCH AND COMMUNICATION

The owner\*, CSG Systems, Inc. of 100 percent interest in the above-identified application hereby disclaims a terminal part of the term of any patent granted the above-identified application equivalent to: (1) if the above-identified application is a design application, the period of abandonment of the above-identified application, and (2) if the above-identified application is a utility or plant application, the lesser of: (a) the period of abandonment of the application; or (b) the period extending beyond twenty years from the date on which the above-identified application was filed in the United States or, if the application contains a specific reference to an earlier filed application(s) under 35 U.S.C. 120, 121, or 365(c), from the date on which the earliest such application was filed. This disclaimer also applies to any patent granted on a utility or plant application filed before June 8, 1995, or a design application, that contains a specific reference under 35 U.S.C. 120, 121, or 365(c) to the above-identified application. This disclaimer is binding upon the grantee, and its successors or assigns.

Check either box 1 or 2 below, if appropriate.

1. ☐ For submissions on behalf of an organization (e.g., corporation, partnership, university, government agency, etc.), the undersigned is empowered to act on behalf of the organization.
2. ☒ The undersigned is an attorney or agent of record.

  
Signature11/4/02  
DateGary R. Jarosik  
Typed or printed name

- ☒ Terminal disclaimer fee under 37 CFR 1.20(d) included.

**WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.**

\* Statement under 37 CFR 3.73(b) is required if terminal disclaimer is signed by the assignee (owner).

Form PTO/SB/96 may be used for making this certification. See MPEP § 324.

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

PTO/SB/17 (11-01)

Approved for use through 10/31/2002. OMB 0851-0032  
U.S. Patent and Trademark Office, U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

**FEE TRANSMITTAL**  
**for FY 2002**

Patent fees are subject to annual revision.

☒ Applicant claims small entity status. See 37 CFR 1.27

TOTAL AMOUNT OF PAYMENT (\$ ) 110.00

**Complete if Known**

Application Number	08/919,450
Filing Date	08/28/1997
First Named Inventor	Clifford A. Harrison
Examiner Name	Nugen, C.
Group Art Unit	2764
Attorney Docket No.	10547.15US1

**METHOD OF PAYMENT (check all that apply)**☐ Check ☐ Credit card ☐ Money Order ☐ Other ☐ None☒ Deposit Account:

Deposit Account Number	011,156
Deposit Account Name	Althimer & Gray

The Commissioner is authorized to: (check all that apply)

☒ Charge fee(s) indicated below ☒ Credit any overpayments  
☐ Charge any additional fee(s) during the pendency of this application  
☐ Charge fee(s) indicated below, except for the filing fee to the above-identified deposit account.
**FEE CALCULATION****1. BASIC FILING FEE**

Large Entity		Small Entity		Fee Description	Fee Paid
Fee Code	Fee (\$)	Fee Code	Fee (\$)		
101	740	201	370	Utility filing fee	
106	330	208	185	Design filing fee	
107	510	207	255	Plant filing fee	
108	740	208	370	Reissue filing fee	
114	160	214	80	Provisional filing fee	

SUBTOTAL (1) (\$ )

**2. EXTRA CLAIM FEES FOR UTILITY AND REISSUE**

		Extra Claims	Fee from below	Fee Paid
Total Claims		-20** =		0
Independent Claims		-3** =		0
Multiple Dependent				

Large Entity		Small Entity		Fee Description
Fee Code	Fee (\$)	Fee Code	Fee (\$)	
103	18	203	9	Claims in excess of 20
102	84	202	42	Independent claims in excess of 3
104	280	204	140	Multiple dependent claim, if not paid
109	84	209	42	** Reissue independent claims over original patent
110	18	210	9	** Reissue claims in excess of 20 and over original patent

SUBTOTAL (2) (\$ ) 0.00

\*\*or number previously paid, if greater. For Reissues, see above

**FEE CALCULATION (continued)****3. ADDITIONAL FEES**

Large Entity / Small Entity

Fee Code	Fee (\$)	Fee Code	Fee (\$)	Fee Description	Fee Paid
105	130	205	65	Surcharge - late filing fee or oath	
127	50	227	25	Surcharge - late provisional filing fee or cover sheet	
139	130	139	130	Non-English specification	
147	2,520	147	2,520	For filing a request for <i>ex parte</i> reexamination	
112	920*	112	920*	Requesting publication of SIR prior to Examiner action	
113	1,840*	113	1,840*	Requesting publication of SIR after Examiner action	
115	110	215	55	Extension for reply within first month	
118	400	216	200	Extension for reply within second month	
117	920	217	460	Extension for reply within third month	
118	1,440	218	720	Extension for reply within fourth month	
128	1,960	228	980	Extension for reply within fifth month	
119	320	219	160	Notice of Appeal	
120	320	220	160	Filing a brief in support of an appeal	
121	280	221	140	Request for oral hearing	
138	1,510	138	1,510	Petition to institute a public use proceeding	
140	110	240	55	Petition to revive - unavoidable	
141	1,280	241	640	Petition to revive - unintentional	
142	1,280	242	640	Utility issue fee (or reissue)	
143	460	243	230	Design issue fee	
144	620	244	310	Plant issue fee	
122	130	122	130	Petitions to the Commissioner	
123	50	123	50	Processing fee under 37 CFR 1.17(q)	
126	180	126	180	Submission of Information Disclosure Stmt	
581	40	581	40	Recording each patent assignment per property (times number of properties)	
146	740	246	370	Filing a submission after final rejection (37 CFR § 1.129(a))	
149	740	249	370	For each additional invention to be examined (37 CFR § 1.129(b))	
179	740	279	370	Request for Continued Examination (RCE)	
169	900	169	900	Request for expedited examination of a design application	
Other fee (specify) <b>Terminal Disclaimer</b>					110.00

\*Reduced by Basic Filing Fee Paid

SUBTOTAL (3) (\$ ) 110.00

**SUBMITTED BY**

Name (Print/Type)	Gary R. Jarosik	Registration No. (Attorney/Agent)	35,906	Telephone	312-715-4000
Signature		Date	November 4, 2002		

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TOTAL P.20